



Hurricane Ike Advisory #9 – September 23, 2008

- Comcast's maintenance technicians are continuing to work throughout the week in all areas where power has been restored and a safety clearance has been granted by the power company. In addition to our own crews nearly 500 technicians arrived early last week, from around the country, to assist us with the restoration process. Comcast is working diligently to restore service to all of our customers as soon as possible.
- **Updated-** Many of our customers remain without power and at this time we have determined that about 30% of our customers are without cable services. The majority of Comcast customers, 70%, now have their services restored. Our experience has shown that most of our outages are due to the loss of electrical power. Often, a street may have power restored, but the power required to operate our node in the neighborhood may still be without power. Aside from that, another main cause of the loss of cable service is due to severed drop lines due to flying debris, fallen trees or water damage.
- **Updated-** To keep our customers better informed, we recently launched a special web page giving customers access to the latest updates. By clicking the Hurricane Update link at www.comcast.com, customers will be able to see progress within their specific area. Customers can click on a specific map region for an even closer view of their community. These maps will be updated as service is restored and customers are advised to check periodically for the latest information.
- **Updated-** Comcast will be providing credits to customers whose service was interrupted. Customers should call us at 1-800-COMCAST 24 hours a day so we can ensure they receive credit for the amount of time they were without service. Customers who prefer to send an email can do so by clicking on the Contact Us link on www.comcast.com.
- Comcast, in partnership with Galveston City Officials, Galveston County Judge Jim Yarbrough, and Senator Mike Jackson, officially opened a communications hub located at the Island Community Center, 4800 Broadway. The communications hub provides Galveston residents a refuge to communicate with loved ones via phone, gather important information on the web or apply for FEMA assistance via <http://www.fema.gov> using a High-Speed Internet connection. Along with the fiber connection, Comcast has provided 20 computers, eight phones and two high-definition televisions. Comcast engineers, construction crews and IT personnel have worked diligently to design and construct the project. The communications hub is now open and is being used by Galveston residents in need.
- After Comcast services have been restored, customers may need a signal-refresh to ensure that they are receiving the highest quality signal possible. This can be easily done through an automated system by calling 1-800-COMCAST. After a series of prompts customer's will be given an option to send a signal-refresh by pressing option one. It will take approximately 20 minutes for converter boxes to refresh and for Comcast services to be restored.
- Through our network operations center, we are already aware of areas/neighborhoods that are without Comcast services, so customers in these areas/neighborhoods do not need to call-in to report an outage or schedule a repair. Comcast is working diligently and as expeditiously as possible to restore service to these areas once power is restored.
- As power is restored, customers who do not have cable service, but who have power and whose immediate neighbors have cable service, should call 1-800-Comcast to report the problem. Customers using gas powered generators will not receive Comcast services until power has been restored to the node or lines that serve the area.
- Customers who have a damaged cable drop, which is the line that connects cable service to the house, should call 1-800-COMCAST to report the problem. Please note that if there are trees or debris laying on

the power lines and cable drop, the area must be surveyed and cleared by power company personnel before an all clear is given and restoration work on communication lines can begin.

- Due to the restoration of power, we have been able to open 16 Service Centers. Service Centers will open as power is restored in each area. The following Service Centers are currently operational:
 - Baytown – 6918 Garth Rd
 - Tidwell – 7844 Tidwell, Suite 130
 - Liberty / Dayton – 613 Main St.
 - Katy – 595 S Mason Rd
 - Clute- 109 E. Main
 - Houston, Midtown - 2507 Bagby
 - Houston, North - 38 F.M. 1960 West
 - Humble- 20034 Highway 59 North
 - Katy- 595 S. Mason Road
 - Pasadena- 3546 B Spencer Highway
 - Rosenberg- 1020 Cole Avenue
 - Sugar Land- 9920 Highway 90A, Suite 200B
 - Texas City- 9300 Emmett Lowry Expressway, Suite 120
 - Tomball/ Spring- 22513 Tomball Parkway, Suite 109
 - Webster- 1020 W. Nasa Rd 1
 - The Woodlands- 2260 Buckthorne Place, Suite 179B
- Emergency restoration procedures along the Greater Texas Gulf Coast dictate that cable service can be repaired as soon as the power companies have restored power and made sure the area is safe. Downed power lines can cause dangerous conditions, so an area must be surveyed and cleared by power company personnel before an all clear is given and restoration work on communications lines can begin. During this restoration period, safety for Comcast technicians is a priority.

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